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**TELECOPY****PLEASE DELIVER IMMEDIATELY****DATE:** January 18, 2006**TO:** UNITED STATES PATENT AND TRADEMARK OFFICE  
**MAIL STOP RCE**  
**ART UNIT 3621**

Andrew T. Spence  
Reg. No. 45,699

In re: Hein et al.  
Appl. No. 09/656,678  
Filed September 7, 2000  
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION AND RESOLUTION  
AND ASSOCIATED METHOD

Confirmation No. 1936  
Examiner: Bradley B. Bayat

Please process the attached the RCE TRANSMITTAL (2 pages), the PRELIMINARY AMENDMENT (15 pages) and the PETITION AND FEE FOR EXTENSION OF TIME (1 page) and please fax confirmation to Andrew T. Spence at 704-444-1111. Thank you.

**NO. OF PAGES:** 19  
(Including cover page)

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